INSTITUTIONAL VIDEO CONFERENCE/WEB CONFERENCE POLICY

PURPOSE

The purpose of this policy is to define the types of and support available for Video Conference and Web Conference (Video/Web Conference) services provided by the Departments of Telehealth Services and Event Management at The University of Texas MD Anderson Cancer Center (MD Anderson).

POLICY STATEMENT

It is the policy of MD Anderson to provide basic support for institutional Video Conferences and Web Conferences (Video/Web Conferences) without charge to users, and advanced video production or special purpose support for Video/Web Conferences on a cost-recovery basis. Engineering and systems maintenance for Video/Web Conference systems supporting Clinical Telemedicine activities are provided by Telehealth Services. Audio/visual consulting advice related to private, departmental Video/Web Conference systems is also provided without charge. Departmental Video/Web Conference system costs, including warranties and repairs, are the responsibility of the department.

SCOPE

This policy governs all Video/Web Conferences occurring in institutional and private departmental venues, excluding personal computers and mobile devices. This includes Video/Web Conference support for MD Anderson faculty and staff.

Compliance with this policy is the responsibility of all faculty, trainees/students, and other members of MD Anderson’s workforce.

TARGET AUDIENCE

The target audience for this policy includes, but is not limited to, all faculty, trainees/students, and other members of MD Anderson’s workforce.

DEFINITIONS

Clinical Telemedicine: Clinical Telemedicine Video/Web Conferences include patient and health care provider interactions, second opinions at a distance, teledischarge, telerounding, and similar patient care activities.

Houston-area Location: Community-based, multidisciplinary, practice extensions of the MD Anderson system. Refer to the Houston-area Locations site.
**Media Services and Academic Technology (MSAT):** Departments that provide full-service support for institutional events at MD Anderson. MSAT includes the departments of Academic Technology, Event Management, and Media Services (Medical Graphics & Photography and UT Television), and Telehealth Services.

**Video Conference:** Two-way video, audio, and data collaboration between one or more distant sites occurring in specially-equipped venues with appropriate audio/visual equipment (e.g., cameras, microphones, speakers, lighting, displays, Audio/Visual control systems, institutional data connections).

**Web Conference:** Two-way video, audio, and data collaboration between two or more computers (desktops or laptops), tablet computer devices, and/or smart phones. The Web Conference takes place between the location of the device using the internal capabilities of the device – embedded camera, microphone, and speaker – over whatever cellular or WiFi network is available to the device. MD Anderson provides technical and administrative support for several approved web conference infrastructures.

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**PROCEDURE**

1.0 Institutional Standards for Video/Web Conference Systems

A wide variety of Video/Web Conference hardware and software systems are available in the marketplace. The institution supports only approved Video/Web Conference hardware and software systems. Other Video/Web Conference solutions used in institutional conference rooms are the responsibility of the end user.

2.0 Video Conferencing

2.1 Video Conference venues include auditoriums, classrooms, and specially-equipped conference rooms found in both institutionally-supported shared facilities and private departmental video conference rooms on our Texas Medical Center Campus as well as throughout our Houston-area Locations, Cancer Network, and Global Academic Partners.

2.2 MD Anderson’s Video Conference services support Clinical Telemedicine initiatives, distance education, and administrative meetings.

2.3 Video Conference events are centrally scheduled and supported by Media Services and Academic Technology (MSAT) staff.

2.4 MD Anderson’s Video Conference infrastructure is standardized with hardware and software systems.

2.5 Video/Web Conference services include engineering and operations support, multi-point Video Conferences, and bridging capability to certain Web Conference platforms.

3.0 Basic and Advanced Institutional Support

3.1 Basic institutional support:

   A. Basic institutional support for Video/Web Conferences includes operational support without charge for the event by staff from the Departments of Event Management and Telehealth Services.

   B. On-site assistance is provided by one technician and involves room set-up and operational support of audio/visual equipment for the Video/Web Conference event.
C. Basic room support for Video/Web Conferences is not provided for private departmental conference rooms, PCs, or mobile devices.

3.2 Advanced Video/Web Conference support:

A. Advanced Video/Web Conference support can include use and support of audio/visual equipment not installed in the venue, and high-level production events requiring dedicated support from more than one technician (e.g., manned cameras, specialized sound equipment, and production equipment).

B. If higher-level production value is requested by the end user, UT Television can provide additional equipment and personnel as required on a cost-recovery basis.

C. Media Services will present a price quotation to the requesting party for approval prior to the event, based upon the level of television production requested.

D. Non-dedicated support means support staff may leave the event venue once the event is underway and will remain on-call to return to the venue in the event of problems. Dedicated, full-time, on-site, room support for Video/Web Conferences – including recurring classes or meetings – requested by the end user may be available on a cost-recovery basis as resources permit.

3.3 Many large format institutional venues – Hickey Auditorium, Onstead Auditorium, AT&T Auditorium, Frank E. Anderson Conference Center (R11 Ballroom), Zayed Ballroom, Pickens Academic Tower Floor 3 Conference Center, Duncan Building Floor 8 Conference Center, Mid Campus Building 1 Floor 3 Conference Center, and the South Campus Conference Center – are Video/Web Conference capable with advanced audio/visual capabilities. Low-production value events occurring in these facilities may be offered at little to no expense. High-production value events occurring in these venues will likely require advanced video/web/television production support, which is offered on a cost-recovery basis by Media Services and Academic Technology (MSAT).

4.0 Clinical Telemedicine

4.1 Engineering and systems administration of Video/Web Conference systems used to support Clinical Telemedicine Video/Web Conference services are provided by Telehealth Services and Event Management.

4.2 Operational support for Clinical Telemedicine Video/Web Conferences is the responsibility of the requesting clinical department receiving the call (e.g., the department scheduling and placing Video/Web Conference calls with patients).

5.0 Media Services and Academic Technology (MSAT)

5.1 Media Services and Academic Technology (MSAT) includes the departments of Academic Technology, Event Management, Media Services (Medical Graphics & Photography and UT Television), and Telehealth Services. These departments provide full-service support for institutional events at MD Anderson.

5.2 Event Management is responsible for the scheduling and operations of institutional conference facilities at MD Anderson.

5.3 Telehealth Services provides administrative and technical support for Video Conference events, cable television (MDA-TV), desktop computer video (MDA-Internet TV), audio/video design and installation, and television engineering services.
5.4 Media Services (UT Television) provides full-service video production and broadcasting services at MD Anderson.

6.0 Registration Fees and Out-of-Pocket Expenses

Registration expenses associated with Video/Web Conference services are the responsibility of the requesting party, including penalty expenses associated with a Video Conference that fails to occur.

7.0 Non-MD Anderson Video/Web Conferences

The full cost of support for Video/Web Conferences requested by individuals or institutions outside of MD Anderson is the responsibility of the requestor. These may include personal or personal business Video/Web Conferences for patients, relatives, friends, Rotary House International guests, members of the general public, and for faculty and staff Video/Web Conferences not related to institutional initiatives. Video/Web Conferences requested by third parties for the benefit of the third party are the responsibility of the requestor. Examples include: educational Video/Web Conference involving MD Anderson faculty for pharmaceutical companies, and legal depositions or expert testimony from MD Anderson faculty.

8.0 Scheduling

8.1 All Video/Web Conference scheduling occurs through the Television Operations Center, which can be reached at 713-792-7287. Remote MD Anderson facilities (e.g., Houston-area Locations, Bastrop Keeling Center, Smithville Science Park, and other MD Anderson-affiliated locations) should have a designated contact person(s) responsible for scheduling Video/Web Conferences. Point-to-point Web Conferences involving individual desktop or laptop computers, tablets, and other smart devices are the responsibility of the end user.

8.2 The Television Operations Center schedules Video/Web Conference resources at MD Anderson and coordinates with the distant site. Invitations to Video/Web Conferences are the responsibility of the event owner and not Television Operations Center personnel.

8.3 Video Conference scheduling requests that include MD Anderson’s off-campus facilities should be scheduled through the Television Operations Center. The appropriate contacts for such events should also be included in the event scheduling request at these off-campus locations. These off-campus locations include the Bastrop Keeling Center, Smithville Science Park, Houston-area Locations, and other MD Anderson-affiliated locations.

9.0 No-Show Fee

Due to the volume of Video Conference requests, limited Video Conference resources, and the pre-work required in setting up a Video Conference, Telehealth Services will charge a no-show fee based on the following criteria:

9.1 A no-show Video Conference is one that has been scheduled and that does not occur AND where there is not a cancellation notice from the requestor (email or fax) at a minimum of two (2) business hours prior to the scheduled video conference time.

9.2 No-show Video/Web Conferences do not include Video/Web Conferences that fail to occur because of technical difficulties.
10.0 Metrics

The Department of Telehealth Services will maintain operational metrics on the utilization and costs of Video Conference services to monitor effective use of institutional resources.
ATTACHMENTS/LINKS

Houston-area Locations site.

RELATED POLICIES

None.

JOINT COMMISSION STANDARDS / NATIONAL PATIENT SAFETY GOALS

None.

OTHER RELATED ACCREDITATION / REGULATORY STANDARDS

None.

REFERENCES

None.
POLICY APPROVAL

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RESPONSIBLE DEPARTMENT(S)

Telehealth Services